

# **Arizona Department of Agriculture**

## **Office of Pest Management**



**Five – Year Strategic Plan**

**FY 2014 – FY 2018**

**Don Butler, Director**

## **MISSION STATEMENT**

To advocate and promote the safe application of pest control technologies, through education, training and enforcement which results in the maximization of the health and safety of all Arizonans while at the same time ensuring the protection of property and the environment.

## **AGENCY DESCRIPTION**

The Office of Pest Management (OPM) licenses and regulates pest control companies, qualifying parties, and applicators. OPM provides education and training to applicants and licensees. OPM provides education and information to the public regarding pest control activities in non-agricultural settings.

## **STRATEGIC ISSUES**

### **Strategic Issue 1: Protect Arizonans Through Responsible Legislation and Education**

Protect all people in Arizona through reasonable regulation, by having appropriate laws and rules; and providing information to consumers and education, training and appropriate enforcement to the pest management industry.

#### Strategies:

- Implement revised statutes and related rules effective September 13, 2013.
- Conduct outreach efforts to inform industry of the new requirements.

## **Strategic Issue 2: Provide a High Level of Customer Service to Consumers and Pest Management Professionals**

Provide a high level of customer service to consumers and pest management professionals through updated testing and study materials, fair and thorough inspections and investigations, using web resources for on-line continuing education reporting, on-line license renewals, integrated databases and web postings of important structural pest related issues.

### **Strategies:**

- Engage the Pest Management Advisory Committee (PMAC) in improvements of all aspects of agency interactions with the public – web site, testing, renewals, continuing education approval and on-line interactions to ensure proper communication, improvements and quality service is occurring.
- Revise and improve testing materials and keep the website current with information on issues of importance to the public and industry.
- Decrease the overall time for inquiry and complaint investigations.

Resource Assumptions (agency level)

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
	Appropriation	Budget Request	Estimate	Estimate	Estimate
Full-time-equivalent (FTE) Positions	30	30	30	30	30
General Fund	-	-	-	-	-
Other Appropriated Funds	2,039,000	1,700,000	1,700,000	1,700,000	1,700,000
Non-Appropriated funds	-	-	-	-	-
Federal Funds	113,500	113,500	108,000	108,000	108,000
Total Agency Funds	2,152,500	1,813,500	1,808,000	1,808,000	1,808,000